

ORIGINAL



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4700

Investigator: Greg FreemanPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2008 - 67797Date: 4/10/2008Complaint Description: 08A Rate Case Items - Opposed
N/A Not ApplicableFirst:Last:Complaint By: Charles

Greer

Account Name: Charles GrierHome: [REDACTED]Work:

Arizona Corporation Commission

Street: [REDACTED]CBR:

DOCKETED

City: [REDACTED]is:

APR 10 2008

State: [REDACTED]Zip: [REDACTED]Utility Company: Arizona Public Service Company

DOCKETED BY

Division: ElectricContact Name: [REDACTED]Contact Phone: [REDACTED]Nature of Complaint:

04/10/2008-OPINION OPPOSED TO RATE CASE: DOCKET NUMBER E-01345A-08-0172

04/10/2008-Customer says that APS surcharge rates continue to increase while most people with a fixed income do not get an increase in pay. Customer says that he would like for someone to consider these surcharges currently before the Commission decides on a rate increase again. Customer says that he would like to see the Commission look out for the people with low income into account. Customer says that he would like to be able to tell his social security, "hey my electric bill went up \$30.00 today, I need a \$30.00 raise", but it doesn't work that way. Customer says that eventually you will see surcharges not only for federal environmental and county environmental, but for city environmental, town environmental, street environmental and house environmental surcharges. Customer says that if APS doesn't get the rate increase then they will come in and tack on other surcharges with fancy names. Customer says that Commission should ask utility for a better program for those on fixed incomes.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

04/10/2008- SUBMITTED TO DOCKET # E-01345A-08-0172

04/10/2008-I explained to customer that:

Your opinion will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the APS application.

The concerns raised in opinions received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts

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APR 11 A 9:44
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DOCKET CONTROL

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to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me directly at [REDACTED]
End of Comments

Date Completed: 4/10/2008

Opinion No. 2008 - 67797

Substantiated/Un-Substantiated not yet determined

Notes:

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UTILITY COMPLAINT FORM

Investigator: Carmen Madrid**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days

Opinion **No.** 2008 67702**Date:** 4/9/2008**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**First:****Last:****Complaint By:** Justin

Gushard

Account Name: Justin Gushard**Home:** (000) 000-0000**Street:** n/a**Work:** (000) 000-0000**City:** [REDACTED]**CBR:** [REDACTED]**State:** AZ Zip: 00000**is:** E-Mail

Utility Company: Arizona Public Service Company**Division:** Electric**Contact Name:** n/a**Contact Phone:** n/a**Nature of Complaint:**

From: JG [mailto:[REDACTED]]
Sent: Monday, April 07, 2008 5:57 PM
To: Hatch-WebEmail; Pierce-Web; Mundell-Web; Mayes-WebEmail; Gleason-WebEmail
Subject: APS Rate Hike 2008

Hello,

I see that APS is requesting yet another rate increase. Their web site says it's a mere \$10 per month per customer. I find it strange that they so freely spend my hard earned money. At a time when groceries and fuel for automobiles is so expensive, your average household can not afford another \$120.00 a year for APS to squander.

They still support a CLOWN TROOP! Is this a necessity? I think not! Let them trim the fat and then we can talk about monies they need to invest in power generation. They have not learned to economize and live within their means. The consumers responsible for paying the bills have had to tighten their belts, its high time APS does the same.

It seems that we might need competition for power providers? Maybe they would learn to better manage resources if left to compete?

Thank you,

Justin Gushard
[REDACTED]

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

April 9, 2008

Mr. Justin Gushard


RE: ARIZONA PUBLIC SERVICE COMPANY
DOCKET NO. E-01345A-08-0172

Dear Mr. Gushard:

Your e-mail regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

filed in docket No. E-01345A-08-0172
End of Comments

Date Completed: 4/9/2008

Opinion No. 2008 - 67702

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion** **No.** 2008 67750**Date:** 4/10/2008**Complaint Description:** 08A Rate Case Items - Opposed
 N/A Not Applicable**First:****Last:****Complaint By:** **Mike****Horvath****Account Name:** Mike Horvath**Home:** [REDACTED]**Street:** n/a**Work:** (000) 000-0000**City:** [REDACTED]**CBR:****State:** AZ Zip: 00000**is:****Utility Company:** **Arizona Public Service Company****Division:** Electric**Contact Name:** n/a**Contact Phone:** n/a**Nature of Complaint:**

*****RECEIVED FROM COMMISSIONER MAYES' OFFICE*****

From: Sheila Stoeller
Sent: Wednesday, April 09, 2008 4:20 PM
To: Vicki Wallace
Cc: Kristin Mayes
Subject: APS complaint

Please have a staffer file a comment as follows:

"Mike Horvath of Prescott is tired of APS coming in for yet another rate increase. We need someone in APS's management who know budgets."

His number is [REDACTED] should you have any questions. Thank you.

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

4/10/08 I contacted Mr. Horvath and informed him that his opinion has been received and will be filed in the docket. He appreciated the call. Closed

Filed in docket no. E-01345A-08-0172

End of Comments

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Date Completed: 4/10/2008

Opinion No. 2008 - 67750

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days

Opinion No. 2008 67746**Date:** 4/9/2008**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**First:****Last:****Complaint By:** Joan

Pinson

Account Name: Joan Pinson**Home:** [REDACTED]**Street:** [REDACTED]**Work:** (000) 000-0000**City:** [REDACTED]**CBR:****State:**

AZ

Zip: [REDACTED]**is:**

Utility Company: Arizona Public Service Company**Division:** Electric**Contact Name:** n/a**Contact Phone:** n/a**Nature of Complaint:**

3/27/2008

Joan Pinson
[REDACTED]

Phone (Home): [REDACTED]

Email: [REDACTED]

Docket you wish to comment on: Can't find the number or it wouldn't come up - APS rate increase

Docket Number:

Case or Utility Name: APS

Position on Docket: Con

The rates are already too high; why does the ACC allow the utility companies to use OUR dollars for advertising when we have NO choice in what utility company we have when we purchase property? Why do they have to spend OUR dollars to advertise anything? Use those dollars instead of giving them a rate increase!

Also, I think they should support the community and they do. I am only talking about the ads they take out in the media!

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

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e-mailed the following letter to consumer:

April 9, 2008

Joan Pinson


RE: ARIZONA PUBLIC SERVICE COMPANY
DOCKET NO. E-01345A-08-0172

Dear Mrs. Pinson:

Your letter regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division
End of Comments

Date Completed: 4/9/2008

Opinion No. 2008 - 67746

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion No.** 2008 67738**Date:** 4/9/2008**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**First:****Last:****Complaint By:** Steve

West

Account Name: Steve West**Home:** [REDACTED]**Street:** n/a**Work:** (000) 000-0000**City:** [REDACTED]**CBR:** [REDACTED]**State:** AZ Zip: 00000**is:** E-Mail**Utility Company:** Arizona Public Service Company**Division:** Electric**Contact Name:** n/a**Contact Phone:** n/a**Nature of Complaint:**

*****RECEIVED FROM CHAIRMAN GLEASON'S OFFICE*****

-----Original Message-----

From: Betty Camargo
Sent: Tuesday, April 08, 2008 9:33 AM
To: Vicki Wallace
Subject: FW: APS rate increase

-----Original Message-----

From: Vernie West [mailto:[REDACTED]]
Sent: Monday, April 07, 2008 6:17 PM
To: Gleason-WebEmail
Subject: APS rate increase

Dear Mr. Gleason, I had heard that APS was asking for another rate increase and was looking on AZCC web site for information and was unsuccessful. Is APS in fact asking for another increase in 2008? If so, how can they justify an increase in rates when they have committed to planting 10 trees for every run the Arizona Diamondbacks produce this season. It's a nice gesture to want to help the environment by planting trees but to ask for an increase and spending money frivolously in a down turned economy and passing the cost onto the consumer is outrageous and completely out of line.

Honestly, there service is not all that great, I live in the New River area and every Monsoon season my power goes out, usually on a bi-weekly bases and can take anywhere from minutes to hours to be restored. When it takes hours my AC has to work overtime to restore my house to a comfortable temperature and APS has been unwilling to compensate myself or any other consumer for the extra electricity that is expended. If APS is in fact asking for another increase then I will elevate this frivolous spending activity to the Radio and TV to expose them to the public. If they are not asking for another increase the please set the record straight and I will quietly

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go away.

Thank you for your valuable time and your continued public service.

Steve West

Phone: [REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/9/08 I contacted consumer and he states that he was mistaken on the comment regarding the planting of the trees. That tree planting action is part being done by SRP not APS. He is opposed to any rate increase. informed him that his opinion would be filed in the docket. He appreciated the call from the ACC. Closed

filed in docket no. E-01345A-08-0172

End of Comments

Date Completed: 4/9/2008

Opinion No. 2008 - 67738

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67711

Date: 4/9/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: David G.

Saccone

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. E-01345A-08-0172

*****Correspondence Received April 8, 2008*****

[REDACTED]

Arizona Corporation Commission
Utilities Division
1200 W. Washington
Phoenix, Arizona 85007

April 5, 2008

Dear Sirs/Madam,

We are already bending and about to break under the strain of electricity bills which are among the highest in the country! We are, largely a population, dependent on fixed salaries, many of us, compromising medications in order to make aids meet. Are we now expected to bear the additional burden of what I see to be resultant of mis-management, and greed on the part of APS?

I have lived in a few areas of the country and settled in Arizona, since I thought it was an uncontaminated growing place which had not succumbed to high costs of living, resultant of crooked politics and individual or corporate greed, but apparently getting old is not necessarily an attribute of wisdom! APS rates are already an absurdity.

APS has enjoyed a 14% increase in less than this past year, and I understand, over 44% increase since 2003! How can you consider these rational demands submitted with reasonable consideration from worthwhile base? You should be thinking that rate reductions are in order. As long as our governing bodies will entertain limitless greed, they will be driving the people into compromises of health and dignity. We can't be building a healthy

ARIZONA CORPORATION COMMISSION
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economy in the case that all of our money is going into the pocket of fat, already over-paid corporate executives. I hereby wish to record my opposition for any further rate increases on behalf of APS, and hope to be recognized as one of millions!

[REDACTED]
Sigend: David Saccone Retired Teacher
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

April 9, 2008 Letter mailed to customer:

April 9, 2008

[REDACTED]
RE: ARIZONA PUBLIC SERVICE COMPANY

Dear David Saccone:

Your letter regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,
Alaina Braddy
Public Utilities Consumer Service Specialist
Utilities Division

Closed
End of Comments

Date Completed: 4/9/2008